

COUNTY OF LOS ANGELES

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DEPARTMENT OF MENTAL HEALTH

<http://dmh.lacounty.gov>

550 SOUTH VERMONT AVENUE, LOS ANGELES, CALIFORNIA 90020

January 4, 2010

TO: Executive Directors
DMH Contract Agencies
DMH Program Heads
DMH Directly Operated Programs

FROM: Robin Kay, Ph.D. *Robin Kay, Ph.D.*
Chief Deputy Director

SUBJECT: **NOTICE OF CONTINUED INTEGRATED SYSTEM CLAIMING
FUNCTION**

I am happy to inform you that the Integrated System (IS) claiming functionality will not be shut down on January 6 (EDI) and January 7, 2010 (DDE) as previously scheduled. After extensive discussions through last week, the State Department of Mental Health (SDMH) and State Department of Health Care Services (DHCS) have agreed to extend the time that Short-Doyle Phase I (SD I) will be available to the Los Angeles County Department of Mental Health (DMH) beyond February 1, 2010 to March 31, 2010. This arrangement happened very quickly just prior to the New Year's holiday. Therefore, we are in the process of developing a new work plan with revised shut down dates. However, at this time our expectation is that the shutdown will occur approximately the first week of March 2010.

There are two important caveats to this extension that we must bring to your attention:

- 1) **The Error Correction Report (ECR) will not be available beyond February 1, 2010.** Claims that were suspended and would have previously been worked through the ECR under SD I will be denied. These claims can be corrected and resubmitted through the IS. We are continuing to work with the State on clarification of timelines for these claims and expect to provide you with detail soon.
- 2) **The delay in transition to Short-Doyle Phase II (SD II) is contingent upon the State's ability to continue maintaining the translator software that processes SD I claims.** The State has informed us that the hardware and software upon which SD I depends are old and fragile. If the translator goes down after

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February 1, 2010, the State may not be able to bring it back into service. Although they have promised to make all reasonable efforts to keep SD I functional through March 2010, they want us to understand that there is a risk that cannot be eliminated.

What does this mean for DMH?

- If the translator fails anytime between February 1, 2010 and March 31, 2010, claims formatted under SD I that have not been adjudicated by the State will have to be identified by DMH and denied in the IS. Should this occur, it will be necessary for contract providers to resubmit these claims with the additional SD II data elements if necessary once DMH transitions to SD II.
- There remains every incentive to make the transition to SD II as soon as we can do so with assurance that our software is thoroughly tested and approved for production use and with the assurance that the State SD II system is reliable and can handle our added volume.

Under all circumstances, DMH continues to remind providers of the importance of entering claims within 30 days of the date of service, with the exception of claims covered by standard good cause exceptions. This is particularly critical given our concerns over the viability of the State's translator.

Credit, and our sincere appreciation, must be given to SDMH and DHCS for their willingness to hear our concerns about the SD II timeline. They have worked hard with us to find mutually acceptable solutions. We will continue to keep you involved and informed; please feel free to contact our Revenue Management Division at (213) 480-3444 with any questions or concerns you may have.

RK:tld